

How do I communicate with my Case Worker?

1. To communicate with your Case Worker, go directly to your SNow Dashboard OR click [NSSC HR Services Training Catalog](#) and select “Dashboard”:

NASA NSSC HR Services Visit Another Service Portal Home Console Learner Name Here Logout

Dashboard Request HR Services

Select Dashboard to direct you to your “My HR Cases” & “HR Case Alternative Contact” cases

HR Service Requests

Training

If you are a NASA Learner or NASA Center Training Officer, you may use these forms to submit requests and additional documentation to the HR Training Support and HR Training Purchases Team.

Item	Description
Academic Grade Transcripts	Use this form to submit official transcripts for completed academic training
Class Roster	Use this form to submit class rosters after training sessions have ended
Offsite Training Modification	Use this form to submit a modification request for an existing external training purchase case.
Onsite Training Modification	Use this form to submit a modification request for an Onsite Training case.
Onsite Training Request	I need to request an Onsite Training at my Center
Training Verification	Use this form to verify attendance of non-academic training courses.

2. Locate and select 'View Case' to open the Case in need of communication with the Case Worker:

The screenshot shows the NSSC HR Services dashboard. The top navigation bar includes the NASA logo, 'NSSC HR Services', and links for 'Visit Another Service Portal', 'Home', 'Console', 'Learner Name Here', and 'Logout'. The main content area has a left sidebar with 'Dashboard' and 'Request HR Services' tabs. The 'Dashboard' tab is active, showing a learner profile on the left and two case management sections on the right. The 'My HR Cases' section contains a table of cases with columns for NUMBER, STATUS, OPENED, CATEGORY, and SHORT DESCRIPTION. Each row has a 'View Case' button. The 'HR Case Alternate Contact' section below it shows 'There are currently no cases to display'. Red arrows point from text annotations to the 'My HR Cases' title, a 'View Case' button, and the 'HR Case Alternate Contact' title.

View all cases that lists yourself as the main Point of Contact

Select 'View Case' to open the Case

View all cases that lists yourself as an Alternative Contact.

NUMBER	STATUS	OPENED	CATEGORY	SHORT DESCRIPTION
HRC0379785	Pending	2020-01-22	TRAINING ADMINISTRATION - OFFSITE	Dissertation Guidance - 0123...
HRC0379771	Pending	2020-01-13	TRAINING ADMINISTRATION - ONSITE	ABC Development - Onsite Tr...
HRC0358509	Pending	2019-10-24	TRAINING ADMINISTRATION - OFFSITE	Workshop on Spacecraft Flig...

3. Type your comment or question in the 'Add A Comment or Question' field and submit by select the paper airplane icon:

*Note: The Comment/Question field is not a real time virtual chat feature. A queue is monitored for customer input, and one should expect a response within three (3) business days or less.

The screenshot shows the communication section of the dashboard. It has two tabs: 'Activity' and 'Emails'. Below the tabs is a text input field labeled 'Add A Comment or Question' with the placeholder text 'Type your comment or question...'. To the right of the input field is a paper airplane icon. A red arrow points from the text 'Communicate Directly with NSSC Case Worker.' to the 'Emails' tab.

Communicate Directly with NSSC Case Worker.

Activity Emails

Add A Comment or Question

Type your comment or question...

4. NSSC HR Case View allows Learners the ability to track the status of requests, communicate with Case Workers, and provide additional documentation:

The screenshot displays the NSSC HR Case View interface. At the top, a blue header bar contains the NASA logo, 'NSSC HR Services', and navigation links: 'Visit Another Service Portal', 'Home', 'Console', 'Learner Name Here', and 'Logout'. Below the header, a navigation bar shows 'Dashboard' and 'Request HR Services'. The main content area is titled 'Training Administration - Onsite' and includes a sub-header 'Dashboard | HRC0357310'.

On the left, a 'Customer Info' panel displays the NASA logo, 'Learner Name', 'Learner.Name@nasa.gov', and '123-456-7890'. Below this, 'Case Details' are shown in a table:

Case Details	
Number	Opened
HRC0380193	2020-03-24 11:19:46
Status	SubCategory
Pending	Training Request
Pending Reason	Other Reason
Other	Modification

Below the table, 'Details' are listed: 'Training Start Date' (2020-03-24) and 'Short Description' (Training Request). A red arrow points to this section with the text: 'View status of your request and details as they are updated.'

On the right, the 'Activity' tab is selected, showing a message from 'Case Worker Name' with the text: 'Thank you for the update. The modification request will be processed once received. If you need anything else in the interim, please come back to Case View and check your status or send another direct communication. Have a great day!'. A red arrow points to the 'Emails' tab with the text: 'Communicate Directly with NSSC Case Worker.' Another red arrow points to the 'Add A Comment or Question' input field with the text: 'Attach support documentation directly to your case.' A third red arrow points to the message from 'Case Worker Name' with the text: 'View messages from your Case Worker.'